
Hospital Solves 24/7 RX Dilemma with CPS Telepharmacy Solution

Lowers costs, enhances performance and satisfaction.

CHALLENGE:

A mid-west hospital needed to lower costs and mitigate the effect of decreasing reimbursements without affecting the high quality of care and patient satisfaction that distinguished the hospital and its staff.

One of the areas of opportunity identified for savings was the hospital's 24/7 in-house pharmacy. While an important part of the hospital's care continuum, it had become economically unfeasible to operate it on a round-the-clock basis.

Hospital leadership engaged CPS to identify ways to meet its financial goals without compromising pharmacy services.

THE SOLUTION:

After a consultation and analysis of the hospital's pharmacy operations and dispensing practices, CPS recommended RxRemoteSolution as its "third shift" in pharmacy. RxRemoteSolutions is a safe, efficient off-site medication order verification and processing service offered by CPS.

RxRemoteSolution's centralized model of delivering off-site pharmacy services in an on-demand format provides the hospital staff with overnight pharmacy consultations, remote order entry and verification, and medication guidance from a licensed pharmacist. And, RxRemoteSolutions meets The Joint Commission, CMS and state regulatory agency requirements. RxRemoteSolution's technology is HIPPA certified and equipped with redundant disaster recovery systems.

IMPLEMENTATION:

RxRemoteSolutions functions as an extension of the hospital's own pharmacy, adhering to the hospital's policies, procedures and values. At the RxRemoteSolution pharmacy, the team:

- Built a pharmacy system parallel to the hospital's existing system, giving the RxRemoteSolution pharmacists access to the hospital's IT system and ability to interact with it as if they were onsite;
- Trained its pharmacists to meet the hospital's competence and training requirements;
- Created a detailed database of the hospital's pharmacy protocols, rules, preferences, and guidelines, giving the RxRemoteSolutions pharmacists the institutional knowledge needed to seamlessly integrate into the hospital's pharmacy operations.



**COST
REDUCED
45%**

CPS enhances your pharmacy with off-hours access to a team of dedicated clinicians who deliver quality care and bottom line improvement.

CPS RxRemoteSolutions

- On-demand off-site pharmacy services
- Overnight and off-hour Rx consultations; ROE/verification; medication guidance
- Fully compliant with all state and federal laws for pharmacy services
- HIPPA certified IT platform enabling operations

RESULTS:

RxRemoteSolutions immediately delivered:

- Sustainable financial results, achieving a 45% reduction in pharmacy operating costs;
- Seamless integration of remote on-call licensed pharmacists into the hospital's pharmacy operations;
- Consistent level of quality, patient protection and regulatory compliance while meeting the hospital's medication turnaround time and pharmacy performance metrics.

Perhaps most important, the hospital and its staff were able to preserve the high level of patient care for which it is known without any disruption to the hospital's daily operations.

ABOUT COMPREHENSIVE PHARMACY SERVICES:

Employing over 1,900 pharmacy professionals, CPS is the nation's largest provider of pharmacy services to 450+ hospitals and healthcare facilities in facilities in 47 States, Puerto Rico and U.S.V.I. Since its founding in 1971, the company has firmly established itself as the leader in pharmacy management, helping its clients realize sustainable improved quality and reduced cost. CPS services are tailored to the needs of each client, and include pharmacy consulting, inpatient and outpatient pharmacy management, telepharmacy and transition of care services.
